

## Information and Assistance Services Frequently Asked Questions

1. Q - What services are provided under Information and Assistance Services?  
  
A - Area Agency on Aging staff can complete a client assessment to determine service needs and identify available resources. Service coordination is available if multiple services are required. Agency service brochures and other pertinent literature are also available upon request.
2. Q - My mother cannot prepare meals and needs help. I work and do not live near her. Are there any programs that can deliver a meal to her?  
  
A - The Area Agency on Aging provides home-delivered meals to individuals who are age 60 and older and meet service requirements. Also *Meals on Wheels* is a local provider of home-delivered meals.
3. Q - I am unable to clean my house due to chronic health problems. I do not have money to pay a cleaning service. Where can I get help?  
  
A - Companion and chore services are available through some Area Agency on Aging to individuals who are age 60 and older and meet service requirements. Also these services can be obtained via the local department of social services.
4. Q - I need grab bars in my bathroom, but I do not have anyone to install him. Where can I get assistance?  
  
A - Some Area Agencies on Aging provide residential renovation and repair services to individuals who are age 60 and older and meet service requirements. Also local *Community Action Programs* may be a resource for installing grab bars and other home modifications.
5. Q - Where can I get a walker/cane/wheelchair/a toilet seat/a hospital bed?  
  
A - Medicare will cover the cost of some durable medical equipment if you have a doctor's order for it. Other resources are local loan closets at Area Agencies on Aging, American Red Cross, Salvation Army, churches and other service organizations.
6. Q - I cannot afford my prescriptions. Where can I get help?  
  
A - The Area Agency on Aging can assist with applying for the *Pharmacy Connection Program*, which will provide free medications to eligible individuals. A physician must authorize the service. Also there are a number of private prescription plans to consider. Also you can apply for Medicaid through the local department of social services, which pays for medications.

7. Q - I need a ride to my doctor's appointment. Where can I get help?
- A - The Area Agency on Aging provides social and medical transportation services, or can refer you to local specialized transportation providers, if available in your area.
8. Q - My relative needs to go to a nursing home. How do I get started?
- A - Apply for nursing home placement through your local department of social services.
9. Q - I need to move. My only income is Social Security. Where can I find affordable subsidized housing?
- A - You can apply at the local Redevelopment and Housing Authority for Section 202 *Supportive Housing Program for Seniors*, an affordable housing program for seniors. If rental assistance is needed you can apply for the *Section 8 Rental Subsidy Program*.
10. Q - My relative has Alzheimer's disease and I cannot leave him alone. Where can I get assistance?
- A - The Area Agency on Aging provides in-home services such as homemaker, chore and personal care services. Also adult day health care services and respite care is provided to caregivers.
11. Q - I have legal issues and I cannot afford an attorney. Where can I get help?
- A - Legal assistance is provided through your local Area Agency on Aging to individuals who are age 60 and older and meet service requirements.